

New England Region

Quarterly Report

November, 2001 – January, 2002

Contract Number N01-LM-1-3518

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Executive Summary –

Winter in New England is generally a time to watch the weather and hope for the best. This year, NER staff used the quarter to continue to make contacts throughout the region and to work with libraries and other groups – providing training and advice both in person and via electronic means. Since it's been a relatively mild one, we have only had to reschedule three events.

The third quarter brought new and challenging opportunities to the staff of the New England Region. Highlights of the quarter included the publication of a very well received newsletter, the NER'eastah (<http://nnlm.gov/ner/newsletter/1/>) and the Electronic Document Delivery project, a collaborative project involving Lamar Soutter Library staff, NER staff, and hospital librarians in Maine.

A significant amount of time and energy was spent in the development and updating of classes for PubMed, the Gateway, MedlinePlus and DOCLINE. Classes were taught around the region and received excellent feedback and reviews. Work on three subcontracts was begun with site visits to Boston University, Tufts University and Yale University library staff to discuss timelines, reporting requirements, staffing and collaboration with the New England Region office staff.

Finally, the Year Two budget proposal was completed and sent to NLM for review.

Timeline of Activities –

November 2:	Tufts University subcontract site visit
November 6:	PubMed class, Biddeford Maine
November 6:	Attended a presentation and public speaking workshop
November 6:	Site visit, Maine Medical Center
November 7:	PubMed, MedlinePlus classes, Brunswick, Maine
November 8:	Gateway class, Bangor, Maine
November 9:	Maine (HSLIC) Health Science Librarians meeting, rollout of Electronic Document Delivery project, Bar Harbor, Maine
November 14:	National Online Training Center NLM databases training session, Worcester, MA
November 15:	National Online Training Center NLM databases training session, Worcester, MA
November 16:	National Online Training Center NLM databases training session, Worcester, MA
November 16:	Presented LinkOut class for SEMCO librarians, Hyannis, MA
November 15-18 :	21 st Patient Education Conference, Seattle, WA
November 19:	Yale University subcontract site visit
November 20:	Massachusetts Board of Library Commissioners 5 Year Plan Steering Committee meeting

November 21:	Brown University site visit
November 28:	Boston University subcontract site visit
November 28:	PubMed class at Dartmouth College, NH
December 3:	Health Communities Online meeting, Waltham, MA
December 11:	Consumer Health Team Meeting at UMass
December 11:	PubMed training session, Tufts University, MA
December 13:	Greenwich Public Library, Greenwich, CT site visit
December 20:	Two training sessions at Portland Public Library, Maine
January 4:	University of Connecticut site visit
January 4:	American International University and Springfield Technical Community College, Springfield, MA site visits
January 7:	PubMed, MedlinePLUS and Gateway classes to ARIHSL (Rhode Island) group, Kingston, RI
January 7:	Statewide Program Advisory Committee (SPAC) Meeting in Shrewsbury MA (presentation)
January 10:	Boston Biomedical Libraries Consortium (BBLC), Wellesley, MA
January 10:	Health Information Network of Worcester County meeting (MA)
January 11:	Resource Sharing Committee (RAC) meeting
January 11:	Massachusetts College of Pharmacy, Worcester site visit
January 16:	Funding Workshop #1
January 23:	Funding Workshop #2
January 23:	Visiting Nurses Association, MA, presentation
January 23:	PubMed class, University of Massachusetts Medical School, Reference staff
January 24:	DOCLINE training class, Countway Library, Boston
January 24:	Brigham and Women's Hospital site visit

Basic Network Programs

Resource Sharing

There were 260 DOCLINE-related questions answered via phone calls and e-mails (Attachment #1).

There were 122 routing table change requests approved.

There were 7 new members recruited.

Formal instruction in the DOCLINE system was launched with a one day session at Harvard Medical School's Francis A. Countway Library in Boston on January 24th. There were nine students in attendance. Each student was provided with a

DOCLINE training manual. The 142 page training manual (Attachment #2) took approximately 3-4 weeks to produce. Future classes are scheduled in Q4.

On November 9, several New England Region staff (Sibley, Goldstein, Berryman, Klejmont) and a representative of The Lamar Soutter Library (Mary Piorun) attended the HSLIC (Maine Health Sciences Librarians) meeting in Bar Harbor, Maine to discuss rollout of the Electronic Document Delivery pilot project. (Attachment #3) The pilot phase of the project began on December 1, 2001 and will continue until May 30, 2002. Using Ariel software, the library is providing Document Delivery via a web server to six test a libraries in Maine. Interest and hopes throughout the region is high that this project will result in faster delivery of documents that are easy to read. It is also hoped that following the pilot phase, the project will be expanded and continued during subsequent years of the NER contract.

The Annual Network Membership Drive was launched in early December with an appeal to all network members to update their DOCUSER record. A random drawing of five prizes was held on January 2 for all members who had updated their records during the first month. (Attachment #4)

Communications and Publicity

One article appeared in the Sunday Sentinel and Enterprise, Fitchburg, MA. An article about award opportunities in the NER appeared in the MAHSLIN News, January 2002 issue. A peer-reviewed journal article, Information Access for Public Health Professionals by Sharon Telleen, Ph.D. and Elaine Martin was accepted for publication in the Journal of Medical Systems. (Attachment #5)

The first issue of the New England Region's newsletter, the NER'eastah, was published in December to positive reviews. A web-based product, the NER'eastah was named by NER membership vote during the annual regional NAHSL meeting. Staff received many compliments as well as a few constructive criticisms. Regular columns include Know Tech (technology), ILL Advised (interlibrary loan issues), Tres Chic (consumer health), INside OUTreach (outreach) and Director's CorNER (a word from the director). The newsletter will be published every two months. (Attachment #6)

Sixty-two (62) messages were distributed on the NAHSL-L@list.umassmed.edu electronic list.

RAC

Three committees met during the quarter. The Outreach Committee met "virtually" to review Outreach proposals submitted for two deadlines. Based on e-mail discussions, two proposals were approved and forwarded to NLM for review; two proposals were not forwarded to NLM for review and final approval;

and one proposal was recommended pending further revisions. The Technology Committee met “virtually” to review one Internet Connectivity Award response. This proposal was forwarded to NLM for review and approval. The Resource Sharing Committee met on January 11, 2002 at the NER offices in Shrewsbury. Minutes and projects discussed are listed in Attachment #7.

Outreach Program

Three subcontracts were launched during the third quarter. Site visits were made to Tufts University, Yale University and Boston University to discuss timelines, schedules, work to be accomplished and staff involved. All meetings were productive and helped to clarify roles for both the subcontracting libraries and the NER office. First quarter reports can be found in Attachment #8.

Three competitive Outreach to Health Professionals subcontract awards were approved by the NN/LM office and announced on the electronic list. The deadlines for submission were November 15 and December 15. Five proposals were received. After review and follow-up questions by the Outreach Committee, two proposals were submitted to NLM for approval. One proposal was referred back to the library submitting it for further discussion and writing. Two proposals were not recommended for funding.

Staff members visited several libraries, attended library group meetings, and gave RML updates. The updates included information about RML staff, the website, programs, subcontracts, committees and awards. A standard packet including information on the New England Region's programs and awards were well received (Attachment #9). Information that was requested as follow-up at the meetings was sent to interested member libraries.

Two classes were offered to offer advice on getting a proposal funded. “Getting Funded” was designed for library staff who have ideas that are fundable but who might be having trouble getting started with writing their proposal. A total of 9 people attended the one day sessions; several excellent ideas were explored during the workshops. Several attendees left the workshops with an outline or rough draft of a response to a specific NER award (Attachment #10).

Direct Outreach to Health Professionals and Information Providers

The following training programs and meetings were held :

- On November 6, Donna Berryman taught a PubMed class to physicians at the Southern Maine Medical Center, Biddeford Maine
- On November 7, Donna Berryman taught PubMed, MedlinePlus classes in Brunswick, Maine (Attachment #11)
- On November 8, Donna Berryman taught a Gateway class in Bangor, Maine (Attachment #12)

- On November 16, Shawn Klejmont made a LinkOut presentation to librarians in the SEMCO (Southeastern Massachusetts) in Hyannis, MA
- On November 28, Donna Berryman taught a day-long PubMed class to librarians at Dartmouth College, NH (Attachment #13)
- On December 11, Donna Berryman taught two introductory PubMed classes at Tufts University to Novartis trainees (Attachment #14)
- On December 20, Javier Crespo taught 2 training sessions at Portland Public Library, Maine for public librarians (Attachment #15)
- On January 7, Donna Berryman taught PubMed, MedlinePLUS and Gateway classes to ARIHSL (Rhode Island) group, Kingston, RI (Attachment #16)
- On January 7, Elaine Martin made a presentation to representatives of Massachusetts AHEC's Statewide Program Advisory Committee (SPAC) in Shrewsbury, MA. (Attachment #17)
- On January 23, Javier Crespo made a presentation to the Visiting Nurses Association, MA
- On January 23, Donna Berryman taught a PubMed class to the University of Massachusetts Reference staff (Attachment #18)
- On January 24, Mark Goldstein taught a DOCLINE training class at the Countway Library, Boston (Attachment #2)

On November 14-16, the NER staff hosted trainers from the National Training Office who taught area librarians about NLM databases including PubMed, MedlinePlus, and the Gateway. Classes were held in the computer training room at the University of Massachusetts Medical School. (Attachment #19)

Exhibits

State and Local meetings attended

November 9:	Maine (HSLIC) Health Science Librarians meeting, rollout of Electronic Document Delivery project, Bar Harbor, Maine
November 20:	Massachusetts Board of Library Commissioners 5 Year Plan Steering Committee meeting
December 3:	Health Communities Online meeting, Waltham, MA
January 10:	Boston Biomedical Libraries Consortium (BBLC) meeting, Wellesley, MA
January 10:	Health Information Network of Worcester County meeting (MA)

National meetings attended

On November 15-18, Javier Crespo attended the 21st Patient Education Conference, Seattle, WA

On November 25-December 1, Javier Crespo attended the Radiological Society of North American and staffed the literature search booth.

Outreach to Consumers

On Peggy Falls' (Region 1) recommendation, the librarians at the Greenwich Public Library (CT) contacted the NER to discuss their possible plans for development of a consumer health library. On December 11, Javier Crespo and Debbie Sibley met with the library director, associate director and several staff members to discuss the start-up process for a consumer health library and program for their library. Items for discussion were print and electronic resources, kiosk technology and training and programs that might be offered to the community. An additional suggestion was that the public library and the local hospital library work together to develop community based programs and services. After the meeting, Javier sent information about kiosk technology and databases that are available at no charge and for a fee as well as links to consumer health print collections that the library might use as a guideline for selection.

Staff Activities

Chlapowski and Vernon completed an Access 97 course on November 2 in Westboro, MA.

Chlapowski and Goldstein attended the NELINET workshop, Creating a Home Page on November 14 in Southboro, MA.

Chlapowski and Goldstein attended the NELINET workshop, Advanced HTML on December 18 in Southboro, MA.

Crespo attended the 21st Patient Education Conference (AAFP/STFM) in Seattle, WA on November 15-18.

Crespo attended the Radiological Society of North America in Chicago from November 25-December 1, staffing the literature searches booth. (Attachment #20)

Klejmonth attended an Advanced Cold Fusion course on December 12, 13, and 14 in Boston. (Attachment #21)

Martin serves as President of the Boston Library Consortium and held monthly meetings of the Executive Committee. Martin chaired one meeting of the Board of Directors.

Martin serves as a member of the Board of the Association of Academic Health Sciences Library Directors (AAHSL) and attended the Association's annual retreat in Washington, DC. Enhanced collaboration between AAHSL and NLM was favorably discussed.

Martin serves as Program Chair, Chair-Elect of the MLA Leadership and Management Section and conducted monthly conference calls with the Section Program Committee and MLA Headquarters staff to plan the program for the upcoming Leadership Training Program Symposium in Dallas, TX in May. The NLM Associates Training program discussed by Becky Lyon will be one of the featured presentations.

In collaboration with Hathy Simpson, MPH, Lamar Soutter Library and Roger Luckmann, MD, UMass Department of Family and Community Medicine, Martin began a research project to identify the domain knowledge base of the Public Health literature as the first phase of an evidence-based public health literature initiative funded through a cooperative agreement with the Association of Teachers of Preventive Medicine and the CDC.

Sibley conducted the quarterly Massachusetts Health Sciences Librarians Network Board (MAHSLIN) meeting at UMass.

Sibley attended the quarterly North Atlantic Health Sciences Librarians Board meeting at UMass, representing the MLA Chapter Council, MAHSLIN and the RML office.

Attachments :

- Attachment 1: Resource Sharing Statistics
- Attachment 2: DOCLINE Training Manual
- Attachment 3: Electronic Document Delivery Project
- Attachment 4: NER Membership Drive
- Attachment 5: Publications
- Attachment 6: NER'eastah (NER newsletter)
- Attachment 7: Resource Sharing (RAC) Committee minutes
- Attachment 8: Subcontract Quarterly Reports
- Attachment 9: Presentation packet – handouts to be used with presentations to state organizations (slide presentation, RML staff information, RAC committee charges and membership list)
- Attachment 10: Getting Funded Workshop
- Attachment 11: PubMed Training, Brunswick, ME evaluation forms
- Attachment 12: Gateway Training, Bangor, ME evaluation forms
- Attachment 13: PubMed Training, Dartmouth College, NH description
- Attachment 14: PubMed Training, Tufts University, MA description
- Attachment 15: Using Pubmed for Searching the MEDLINE database
- Attachment 16: PubMed Training, Kingston, RI, evaluation forms
- Attachment 17: SPAC Agenda
- Attachment 18: PubMed Training, Worcester, MA, evaluation forms
- Attachment 19: National Training Center PubMed training, Worcester MA, List of Attendees
- Attachment 20: J. Crespo Quarterly Activity Report
- Attachment 21: S. Klejmont Quarterly Activity Report